

Checking Supply Status

The supply state is shown in the top left of the display as plug icon.



Power is off. Press B,B,B to use Emergency Credit or make a Topup to reconnect the supply



Power is on

Emergency Credit



Emergency credit can be used when balance is low or expired.

Using Emergency Credit provides a small debt which is paid off in the next topup

Emergency Credit can be activated when the display shows the **EC Available** message.

Press B, B, B to use
Emergency Credit

The display shows **"EC Taken"** and credit balance is increased to £3 or other amount set by the landlord. .

EC Available shows below the balance when credit is running low. to indicate that Emergency Credit can be used to prevent the power from going off.



Remaining balance shown
with EC Available message

Manually Entering the Top-up code

The 20 digit Transaction Code can be entered manually using the **A** and **B** buttons. Normally the meter receives the top-up instantly after payment. However in rare cases where signal quality is low it could take longer.

Follow these steps to enter the top-up code:

- 1 Hold down **B** for 5 seconds until the code display is shown with 2 rows of zeros.
- 2 To enter the first digit press **B** to increment the flashing character by 1
- 3 Move to the next digit by pressing **A** and repeat the process until all 20 numbers have been entered.

Entered the wrong number?
Hold down **A** to go back a place.

After all 20 places have been entered press **A** once more. A message saying **Payment Accepted** will show if the code is successfully processed.



CONSUMER GUIDE

EML-TOPUP ONLINE PREPAY METER



Using your prepayment smart meter
For all Topupmeters EMA/B.x meters

Getting to know your Smart Topup Meter

The Smart Prepayment Meter is a single phase electronic meter with remote communications module. Topups can be purchased at anytime from the Topupmeters website to instantly add credit.

The meter has 2 buttons for operating the display and activating Emergency Credit.



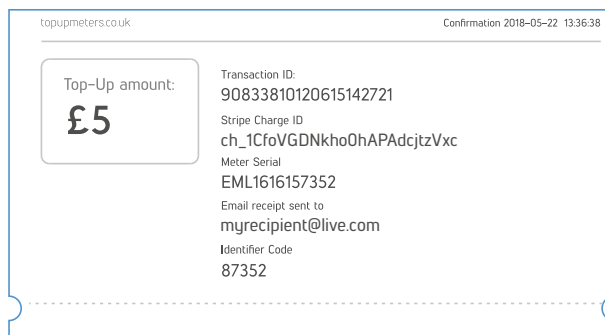
- 1 Communications Modem
- 2 Display
- 3 A = Cycle Display
- 4 B = Emergency Credit
- 5 Identifier Code
- 6 Meter Serial
- 7 Mains connections terminal cover

Purchasing Top-Ups

- 1 Visit our secure payment page at <https://payments.topupmeters.co.uk>
- 2 Enter the **Meter Serial Number** then **Identifier Code**
- 3 Enter the amount of energy you would like to purchase between **£5** and **£100**.
- 4 Enter an email address for the receipt and top-up acknowledgment
- 5 Proceed to the payment page

After payment is made a receipt containing the Transaction ID, Stripe charge ID, and confirmation of the Top-Up is sent by email

The Transaction ID is your unique Top-Up code that gets sent to the meter over the GSM network. This can be manually entered at the meter if the Top-up has not gone through.



The display will show when a payment has been received. To clear the message press any button.

Important Usage Note

When a meter is being returned into credit from a debt value either button will need to be pressed to reactive supply.

Scrolling the display

The default display is the Credit Level. This is the balance left that can be used for gas and electricity.

The tree icon in the top right of the display is the communication signal strength.

By pressing A the display will cycle through useful information about your energy usage, tariff and last top-up.

DISPLAY SCREENS

Credit level remaining



When the credit balance is below the preset emergency credit threshold you will see an additional message of **EC Available**. At this point the emergency credit can be used.

Debt to clear



The current level of debt in the meter.

Total Import kWh

Total meter reading since installation in kWh

Rate 1 Tariff

Rate 1 tariff

Rate Price Element A

Currently active tariff rate

Standing Charge

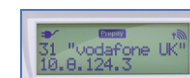


The daily standing charge is a fixed amount deducted from the credit level every day.

Last payment

This shows the last top-up transaction ID, the amount of the top-up and date it was sent to the meter.

GSM Signal



The communications signal quality and network name (Used by installers only).

Contact Us

Phone +44 (0) 330 223 4419 Email support@topupmeters.co.uk

We aim to respond to all queries within 24 hours.
Office hours are 9am-5pm during week days.
Make sure to have your meter serial number ready for any enquiries over phone or email